

January 7, 2010

Dear Postal Customer:

Current economic conditions require that we review all postal operations for opportunities to streamline processes and provide service more efficiently. Changes in consumer preference and recession-related declines in mail volume have reduced U.S. Postal Service revenues. Operation of the Postal Service is paid for by postage and fees paid by our customers with no operational subsidy from taxes.

Consolidation of the Pimmit Branch, located at 7520 Leesburg Pike, Falls Church, VA is currently under consideration. If you are currently receiving letter carrier delivery, there will be no change to your delivery service, however mail pickup for notification of parcels and signature items would move to the Falls Church Main Office, located at 800 W Broad St, Falls Church, VA.

As the postal manager responsible for all offices in your area, I would like your opinion concerning a possible change in the way your postal service is provided. A review of the business activities of the Pimmit Branch revealed that the office workload has declined. This reduced workload and the fact that we have the Falls Church Main Office located approximately 1.7 miles away suggests that the continuation of the Pimmit classified branch may not be warranted.

If you are a post office box customer, you have the option of post office box delivery at the Falls Church Main Office, or you may receive carrier delivery at your residence. You will be required to change your mailing address if you choose to rent a Post Office Box at the new location. Full retail service hours at the Falls Church Main Office are from 9:00 a.m. to 5:00 p.m., Monday through Friday and 9:00 a.m. to 12:30 p.m. on Saturday. The post office box lobby is open 24 hours for customer convenience. Other offices available to offer post office box service includes the Dunn Loring Branch of Vienna, VA located 2.2 miles and the Merrifield Retail Unit located at 8409 Lee Highway, Merrifield.

The Postal Service operates to serve our customers. We value your opinions during this review process. Please complete the enclosed questionnaire and return with your comments by January 19, 2010, using the pre-addressed envelope provided.

If you have any questions, you may call Donna Bradley, Postmaster, Falls Church, VA, at 703-532-8504.

Thank you for your assistance.

Sincerely,



Roberts S. Gingell  
Sr. Manager, Post Office Operations  
8409 Lee Highway  
Merrifield, VA 22081-9998

Enclosures

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August 5, 2009

Dear Postal Customer:

Changes in consumer preference and recession-related declines in mail volume have reduced U.S. Postal Service revenues. Operation of the Postal Service is paid for by postage and fees paid by our customers. The Postal Service receives no operational subsidy from taxes. Current economic conditions require that we review all postal operations for opportunities to streamline processes and provide service more efficiently.

As the postal manager responsible for all offices in your area, I would like your opinion concerning a possible change in the way your postal service is provided. A review of the business activities of the University Station revealed that the office workload has declined. This reduced workload and the fact that we have the Eugene Main Office Station located within a 1.1 miles and the Southside Station located within 1.9 mile radius suggests that the continuation of the University Station may not be warranted.

If you are a post office box customer, you have the option of post office box delivery at the Main Office Station, located at 520 Willamette Street, Eugene or Southside Station at 30 E 33<sup>rd</sup>, Eugene, or you may receive carrier delivery at your residence. Full retail service hours at Eugene Main Office are from 8:30 am to 5:30 pm, Monday-Friday. Saturday hours are 10: am to 2: pm. The lobby is open 5:00am to 7:00 pm Monday-Saturday. Southside Station is open 8:30 am to 6:00 pm, Monday -Friday. Saturday 10am-2:00pm. The lobby is open 24 hours a day for customer convenience. Postal services are also available at [usps.com](http://usps.com).

The Postal Service operates to serve our customers. We value your opinions during this review process. Please complete the enclosed questionnaire and return with your comments by August 21, 2009.

Thank you for your assistance.

Sincerely,



Paul Bastinelli, Postmaster  
520 Willamette Street  
Eugene, OR 97401-9998

## Pimmit Hills Post Office Closure

From: **Pimmit Hills News** (pimmitnews@gmail.com)

Sent: Mon 1/18/10 12:16 PM

To:

3 attachments

New Image.BMP (1467.7 KB) , PO\_survey2[1].BMP (1467.7 KB) , PO ltr.bmp (1467.7 KB)

Unfortunately I just received this information today. Attached is a letter requesting comments from Pimmit Hills about the closure. The deadline for reply is Jan 19. If you have the time today, perhaps you can send it today or hand deliver it to the post office tomorrow. Probably sending it late will also be better than not sending it at all.

If you cannot open the attachments, you could just call the postmaster, Donna Bradley at 703-532-8504 to let her know how you feel.

Thanks for your action!

Carol Martz

President, PHCA

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Check out the new Pimmit Hills web site: [www.pimmithills.org](http://www.pimmithills.org)



**RE: Pimmit Hills Post Office Closure**

From: **Elaine Mittleman** (elainemittleman@msn.com)  
Sent: Wed 1/20/10 1:05 PM  
To: Elaine Mittleman (elainemittleman@msn.com)  
Cc: Carol Martz (phca.carol@yahoo.com)

I talked to Susie Warner in the office of Rep. Jim Moran and said I was strongly opposed to the closing of the Pimmit Hills post office.

She said that I should tell people who are concerned to call their office (even though they said there is nothing they can do). I would suggest calling - Susie Warner, 703 971-4700.

Also, the surveys were only sent to those with post office boxes, not to those who use the post office. That is ridiculous. I was told that there are more surveys available at the Pimmit Hills branch and the deadline was extended to Thursday. I think that as many people as possible should fill out surveys and call.

You can also call the post office at Merrifield. I think that number is 703 207-3601 (if that is not correct, you can probably call the customer service number).

Elaine

Elaine Mittleman, Esq.  
Law Office of Elaine Mittleman  
2040 Arch Drive  
Falls Church, VA 22043  
(703) 734-0482  
[elainemittleman@msn.com](mailto:elainemittleman@msn.com)

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From: elainemittleman@msn.com  
To: pimmitnews@gmail.com  
Subject: RE: Pimmit Hills Post Office Closure  
Date: Mon, 18 Jan 2010 12:22:49 -0500

Thanks. I just called and left a message for Donna Bradley (whose name is in the letter). I will call back tomorrow - I know today is a holiday.

I can't believe that we did not get any notice (except for from you).  
I definitely do not want the branch to close.

Let me know what else can be done.

Elaine

Elaine Mittleman, Esq.  
Law Office of Elaine Mittleman  
2040 Arch Drive  
Falls Church, VA 22043  
(703) 734-0482  
[elainemittleman@msn.com](mailto:elainemittleman@msn.com)

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Date: Mon, 18 Jan 2010 12:14:54 -0500  
Subject: Pimmit Hills Post Office Closure  
From: pimmitnews@gmail.com

Unfortunately I just received this information today. Attached is a letter requesting comments from Pimmit Hills about the closure. The deadline for reply is Jan 19. If you have the time today, perhaps you can send it today or hand deliver it to the post office tomorrow. Probably sending it late will also be better than not sending it at all.

If you cannot open the attachments, you could just call the postmaster, Donna Bradley at 703-532-8504 to let her know how you feel.  
Thanks for your action!

Carol Martz

President, PHCA

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Check out the new Pimmit Hills web site: [www.pimmithills.org](http://www.pimmithills.org)

**ELAINE J. MITTLEMAN  
ATTORNEY AT LAW  
2040 Arch Drive  
Falls Church, VA 22043  
Telephone (703) 734-0482  
Fax (703) 734-0482  
E-mail elainemittleman@msn.com  
Admitted in the District of Columbia; Not Admitted in Virginia**

January 21, 2010

Roberts S. Gingell  
Sr. Manager, Post Office Operations  
8409 Lee Highway  
Merrifield, VA 22081-9998

Re: Pimmit Branch

Dear Mr. Gingell:

I am extremely strongly opposed to any plan to close the Pimmit Branch. I live in Pimmit Hills. That post office is literally my lifeline. I rely on it - and have for many years. The staff is friendly and very helpful. Janice Void is the best postal employee I have ever known. She knows many patrons by name and knows their families. She is so knowledgeable and helpful. I rely on her greatly.

I am an attorney and work out of my home. I need to have the Pimmit Branch to mail legal pleadings and other matters related to my business. I do not have a car. A trip to the branch on West Broad Street requires a bus trip and the total travel time could be two hours. Plus, that branch is not nearly as efficient as the Pimmit Branch. I was at the West Broad Street branch on Tuesday - the supplies were not stocked and there was a long line. I really do not like going to that branch.

There are many apartments and businesses near to the Pimmit Branch. The other branches you mentioned in your letter are a considerable distance and not at all convenient. You must surely be aware of the traffic in the Tysons Corner area. In terms of community planning, there is now an emphasis on encouraging pedestrian traffic and mixed-use facilities. Your proposal is directly opposite to the present best practices in planning. The proposal apparently is expecting many people to be forced to make special trips by car to an out-of-the-way destination to use the post office. Any trip by car in the Tysons Corner area would probably take at least an hour. Your proposal apparently assumes that patrons are driving by other post offices but I doubt that is a valid



assumption.

Further, it is my understanding that the surveys were given only to those who have post office boxes at the Pimmit Branch. That is a completely invalid survey method. Many, if not most, of the customers at the Pimmit Branch do not have post office boxes. They were not advised of the survey or of the proposed closure. It is extremely unfair to purport to take a survey but not to notify those who use the Pimmit Branch of the survey.

Your letter stated that the office workload has declined at the Pimmit Branch. As you must be aware, the hours at the Pimmit Branch have been reduced and the Branch is now closed on Saturdays. Your letter does not indicate whether you took the reduced hours into consideration. Also, you did not discuss the workload at other branches. It is likely that the workload has declined at most branches.

I am fully aware of the financial problems of the United States Postal Service. However, making it difficult, if not impossible, to use branches - by requiring trips of an hour or more to get to a branch - will only contribute to further declines in business. In my case, it also causes a personal disappointment that the Postal Service would even consider closing a branch that is so efficient and helpful. I rely on that branch and on being able to receive assistance from Janice Void.

I am strongly opposed to closing the Pimmit Branch. I would be glad to answer any questions. Thank you for your attention to this matter.

Sincerely,

Elaine Mittleman

cc: Rep. James P. Moran





September 14, 2011

Postal Customer  
Pimmit Branch  
Falls Church, VA

This is official notification that the Pimmit Branch, located at 7520 Leesburg Pike, Falls Church, VA will discontinue operations effective close of business on November 10, 2011. If you are currently receiving letter carrier delivery, there will be no change to your delivery service.

If you are a post office box customer, you have the option of post office box delivery at the Falls Church Finance Station located at 800 W Broad St, Falls Church, VA, or you may receive carrier delivery at your residence. You may be entitled to a partial refund of your prepaid Post Office Box rent. Please see the window clerk for details. You will be required to change your mailing address if you are currently renting a Post Office Box.

Movers Guides are included for your convenience to notify the Postal Service and correspondents of your new mailing address.

Full retail service hours at the Falls Church Finance Station are from 9:00 a.m. to 5:00 p.m., Monday through Friday and 9:00 a.m. to 12:30 p.m. on Saturday. The post office box lobby is open 24 hours for customer convenience. Other offices available to offer post office box service include the Dunn Loring Branch of Vienna, VA located 2.2 miles and the Merrifield Retail Unit located at 8409 Lee Highway, Merrifield.

Please note that the Postal Service has developed a number of convenient offerings that can save customers a trip to the Post Office. Customers can buy stamps online through our website at [www.usps.com](http://www.usps.com) or by phone at 1-800-STAMP24. Our Click-N-Ship service on [www.usps.com](http://www.usps.com) enables customers to print shipping labels with postage for Express Mail and Priority Mail and request that the items be picked up via our Carrier Pickup Program. Customers also can place their mail on hold, file a change-of-address order, or request the redelivery of an item for which a notice was left by calling 1-800-ASK-USPS or visiting [www.usps.com](http://www.usps.com).

If you have any questions, you may call Donna Bradley, Postmaster, Falls Church, VA, at 703-532-8504.

Thank you for your assistance.

Sincerely,

A handwritten signature in cursive script that reads "George S. Chichester".

George S. Chichester  
Sr. Manager, Post Office Operations  
8409 Lee Highway  
Merrifield, VA 22081-9998

Enclosures

## Announced closing of Pimmit branch

From: **Elaine Mittleman** (elainemittleman@msn.com)

Sent: Tue 10/04/11 2:48 PM

To: George Chichester (george.s.chichester@usps.gov)

Bcc: Elaine Mittleman (elainemittleman@msn.com)

2 attachments

PRC Appeal Letter re docket no. 9.30.11.pdf (225.2 KB) , Pimmit Branch USPS  
Letter re closing 9.14.11.pdf (426.7 KB)

Mr. Chichester - I have filed an appeal of the determination to close the Pimmit branch with the Postal Regulatory Commission. The appeal has been assigned Docket No. A2011-90. See attached letter.

The information I received from the Postal Regulatory Commission states that the Postal Service shall take no action to close or consolidate a post office until 60 days after its written determination is made available to persons served by such post office.

The letter announcing the decision to close the Pimmit branch is dated September 14, 2011. The proposed closing date of November 10 is fewer than 60 days after September 14, 2011. Thus, it appears that a closing date of November 10 does not comply with the required notice period of 60 days.

Elaine Mittleman

Elaine Mittleman, Esq.  
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October 5, 2011

Ms. Elaine J. Mittleman  
Attorney At Law  
2040 Arch Drive  
Falls Church, VA 22043-1355

Dear Ms. Mittleman:

This is in response to your e-mail Tuesday, October 04, 2011 11:48 AM.

Thank you for informing me your course of action. I appreciate this opportunity to respond to you. Under the Discontinuance Process that the Pimmit Branch study was performed, the closure cannot occur until 60 days after the Final Determination was signed. The Final Determination was signed on June 20, 2011. We are in compliance with the 60 day restriction. It should also be pointed out that Final Determinations were not to be posted for Station and Branches of a Post Office.

It is our intent to continue with the closure of the Pimmit Branch effective the close of business on November 10, 2011.

Please know that we appreciate that you value the products and services provided by Postal Service, and again, we regret your disappointment with our decision to close the Pimmit Branch.

Sincerely,

A handwritten signature in dark ink, appearing to read "G. S. Chichester", written over a horizontal line.

George S. Chichester  
Manager Post Office Operations



## Letter concerning notice of closure

From: **Elaine Mittleman** (elainemittleman@msn.com)

Sent: Thu 10/06/11 8:41 PM

To: George Chichester (george.s.chichester@usps.gov)

3 attachments

Chichester, George Letter re notice of closing 10.05.11.pdf (237.9 KB) , Mittleman, Elaine Email to George Chichester.pdf (145.4 KB) , PRC Instructions for Participant Statement 8.10.11.pdf (1435.5 KB)

Mr. Chichester - Thank you for your prompt response to my email about the 60-day notice before closure.

Based on your letter, I have several questions.

1. You stated that the closure cannot occur until 60 days after the Final Determination was signed. I believe the requirement is 60 days after the written determination is made available to persons served by the post office. See page 2 of the instructions for filling out the participant statement.
2. You stated that the Final Determination was signed on June 20, 2011. You also stated that Final Determinations were not to be posted for Station and Branches of a Post Office. If Final Determinations are not posted, then how do postal customers find out that they exist? Are postal customers ever permitted to see the Final Determinations, absent special effort on their own (such as I have undertaken)?
3. A 60-day notice period from the date the Final Determination is signed is meaningless if the postal customers do not know about the Final Determination. The Pimmit branch is a good example of this problem. The customers did not receive any notice of closing until the letter dated September 14, 2011. Based on the rule you indicated, the 60-day notice period from June 20, 2011, would have expired before the letter of September 14, 2011, was posted. Thus, the Postal Service could have abruptly closed the Pimmit branch at the end of August without any notice whatever.
4. You referred to a "Discontinuance Process" and a "Pimmit Branch study." I am unfamiliar with both of these. What was the Discontinuance Process? When did it occur? Similarly, when was a Pimmit Branch study conducted? Why did we not receive notice of the study and an opportunity to comment?

I am quite perplexed at the apparent lack of concern for proper notice and opportunity to comment. I have learned that there is a difference of opinion between the Postal Service and the Postal Regulatory Commission about the notice and process due for a post office as compared

to a station or branch. As a postal customer, I cannot understand why there should be a difference based on the type of facility. Particularly if the reason to close the facility is based on some type of financial analysis, the process should be the same for all facilities.

Moreover, I do not know what were the findings of the Pimmit Branch study. Based on the information in the Final Determination, it seems that the Pimmit Branch is quite profitable. Thus, there seems to be no justification based on budgetary concerns to close the Pimmit branch. If the reasons to close the Pimmit branch are unrelated to budgetary concerns, it is difficult to speculate as to what those reasons might be.

Elaine Mittleman

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